

The Producer



Northeast Delta Dental's Newsletter for Producers, Consultants, and Staff

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Tufts Health Freedom Plan Partners to Improve Oral, Overall Health

Recognizing that oral and overall health are linked, Tufts Health Freedom Plan recently partnered with Northeast Delta Dental with the goal of improving the overall health of Tufts Health Freedom Plan members.

We'll work closely with Tufts Health Freedom Plan to identify opportunities for better care coordination to improve the oral and overall health of Tufts Health Freedom Plan and Northeast Delta Dental members. This unique partnership provides additional preventive dental care to those at risk for dental disease that can exacerbate chronic conditions like diabetes and heart disease. As part of the arrangement, we became a minority stakeholder in Tufts Health Freedom Plan, jointly owned by Tufts Health Plan and Granite Health.

"We are pleased to partner with Tufts Health Freedom Plan to bring oral health and overall health to the forefront," said our President & CEO, Tom Raffio. "We know that a person's oral health is closely tied to their overall health, and we are hopeful this partnership will allow us to intercept oral disease and help those with underlying medical conditions achieve their personal best health."

Employers will be offered a reduced premium when they purchase medical benefits from Tufts Health Freedom Plan and dental coverage from Northeast Delta Dental.

"Our customers in New Hampshire will see the real benefits of this joint clinical effort, not only in improved health, but with an improved bottom line," said Brian Wells, President of Tufts Health Freedom Plan.

In 2013, Northeast Delta Dental launched the patient-centered oral health program, Health *through* Oral Wellness® (HOW®), which empowers group eligible patients to take control of their oral health. Based on the need of care and oral health disease risk, the HOW® program provides enhanced preventive benefits including fluoride varnishes and sealants for adults, tobacco cessation counseling, nutrition counseling, and additional dental cleanings.



Pictured above: Tom Raffio and Brian Wells. Two successful producer training sessions brought nearly 90 attendees to learn more about this partnership.

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Tufts Health Freedom Plan *(continued)*

Added Wells: "Our collaboration with Granite Health showcases our commitment to finding innovative solutions to increase care coordination to improve access to health management programs while reducing health care costs. Because of the success of the HOW® program, a dental-medical partnership was a next logical step."

"We are excited to be partnering with Northeast Delta Dental and continuing to contribute value to Tufts Health Freedom Plan by improving care for New Hampshire patients," said Rachel Rowe, President & CEO of Granite Health. "Because oral health and overall health are linked, especially for higher risk populations, optimally managing both medical and dental care should result in improved overall health and cost savings."

For more information on coverage and offerings, visit THFP.com or call **603-228-7450**.

Finally, a health plan
with some teeth.

thfp.com/bettertogether



New Board

Directors/Trustees Elected

Northeast Delta Dental benefits from the business acumen of its board members. In recent months, we welcomed seven new board directors/trustees.

Delta Dental Plan of Maine elected Michael Goldberg, DMD, who has practiced dentistry in Bangor for more than 25 years; Jason Lenardson, Chief Operating Officer/Partner at Winxnet, Inc., in Portland; Burton Rankie, DDS, the practice owner of White Mountain Orthodontics, PA, in Naples; and Jeffrey Walawender, DDS, the lead dentist at Community Dental's center in Portland.

Delta Dental Plan of New Hampshire elected Keith M. Levesque, DMD, who practices dentistry at Levesque Family Dentistry in Nashua and at Dovetail Dental Associates in Amherst.

Delta Dental Plan of Vermont elected Nancy Rowden Brock, who has most recently served as vice president and chief financial officer of Vermont Information Technology Leaders, Inc., of Burlington; and Jason W. Williams, the senior government relations strategist at University of Vermont Medical Center, Burlington.

It's Open Enrollment Season—Skip the Paper!

The January 2017 open enrollment season begins soon. Northeast Delta Dental offers three easy ways to submit enrollment and demographic change information.

We're seeing positive and substantial growth in the use of electronic file enrollments. A significant number of groups use the standard HIPAA - 5010 - 834 file format common among groups with 100+ employees.

Another frequently used method is the spreadsheet format used for groups of 25-100 employees. We automatically load the data from the spreadsheet directly into our system. Spreadsheets are primarily used at open enrollment and new group enrollment.

Are you a hands-on type of person? We'll give you access to our easy-to-use Group Admin portal, where you are able to add, terminate, and make demographic changes for your employees at any time. The information you enter into our system is updated in real time, ensuring immediately updated enrollment information and accurate billing. There is no more waiting for the paper enrollment to reach our

office and be manually entered into our system. This tool also gives the user the ability to query reports; for example, a census of your company's enrollments or a listing of coverage dependents. Other significant benefits of access to the portal include: printing ID cards, downloading documents and forms, and viewing your plan benefit information.

If you aren't currently using the Group Admin portal, talking with your sales or account manager is a great place to begin. You can also call the **Eligibility department, at 603-223-1230**. We're ready to guide you through the process that will have you up and running in no time, and we'll be available to you every step of the way to a successful implementation.

We look forward to hearing from you and working with you to eliminate paper enrollments and change forms that can get lost in the shuffle of your busy day. To review ways to maximize the value of open enrollment season, call us at 603-223-1230.

PreViser™ Introduces Population Oral Health Manager



Founded by dental clinicians, PreViser™ Corporation is an information technology company with a mission to improve oral health outcomes. Its Population Oral Health Manager can help add validated outcome measures into underwriting decisions and compensation levels to providers based on quality. Through its scientifically validated oral risk and disease severity assessments, it identifies those patients who can most benefit from preventive oral health measures. It offers a HIPAA-compliant Message Center with pre-templated messages to engage patients with targeted and relevant oral health messages. This integrated wellness solution allows clients the flexibility of participation at different levels of implementation, with all levels "Powered by PreViser™".

Level 1 - Patient Engagement

Provides oral wellness communication to groups, with a self-assessment tool through custom group websites, with little to no IT impact, and compatible with current client-branded wellness initiatives.

Level 2 - Patient Engagement with Analytics

Provides Level 1, plus installation of the PreViser™ Data Hub for data collection of all self-assessment data generated, use of the PreViser™ Message Center as a communication tool to members, and unlimited Oral Health Information Suite (OHIS) licenses to all client providers. The cost includes Data Hub

installation, annual maintenance, support, and license renewal. It has minimal IT impact, with an in-house IT investment of approximately 10 hours.

Level 3 - Changing Clinical Outcomes

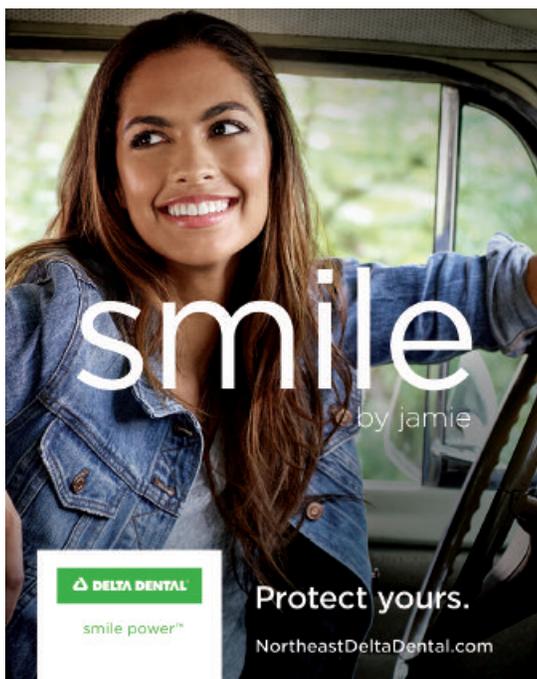
Provides Level 2, plus Oral Health Information Suite (OHIS) connectivity between clinical patient assessment and the PreViser™ Data Hub, with the option of creating Application Programming Interfaces (API) for patient identity verification to ensure 1:1 match between PreViser™ Data Hub records and the client's claims processing system, with an IT impact of approximately 50 hours.

Result: Total Oral Wellness

The result is a fully integrated program that powers evidence-based benefit plan designs and risk and disease-specific member outreach and engagement.

The Oral Health Information Suite

This is an online, cloud-based clinical risk evaluation tool that is simple and quick to use. It provides uniform and consistent measurement of the risk and severity of periodontal disease, caries and restorative needs, and oral cancer. Summary reports are easily understood by patients and offer help with treatment plan acceptance and compliance. Where appropriate, it helps qualify patients for additional preventive benefits if they are covered under a plan. Visit previser.com to learn more.



Foundation Awards Over \$90,000 to Oral Health Programs

The Northeast Delta Dental Foundation recently awarded grants totaling \$91,689 to 22 oral health programs: \$14,000 in Maine, to three programs; \$45,894 in New Hampshire, to 12 programs, and \$31,795 in Vermont, to seven programs. This brings the total invested in oral health programs in the three states in 2016 to \$337,159.

Since 1995, the Foundation has funded community oral health programs that help people live healthier lives, in keeping with Northeast Delta Dental's mission to advance the oral health and overall wellness of its customers and the general public by providing innovative benefits and professional partnerships through diversified strategic business and philanthropic initiatives.

Scholarships Awarded to Six Vermont Dental Assistants

In support of dental career advancement, Northeast Delta Dental awarded \$2,000 scholarships each to six students in the Expanded Function Dental Assistant (EFDA) training program offered by SkillTech at the Center for Technology, Essex, in Essex Junction, Vermont.



The students pictured above (followed by supervisor's names) are: Michele Canon of Milton (Rian Stewart, DMD, Community Health Center of Burlington); Holly DeCamp of Westminster (Margaret Stone, DDS, Horizon Dental); Elizabeth Haffly of Franklin (Pamela Martin, DMD, Richford Dental Clinic); Janell Hodgdon of Craftsbury (John Hirce, DMD, at Stowe Family Dentistry); Nancy Quintin of Plainfield (Cheyanne Warren, DDS, MS, the Health Center); and Stephanie Trayah of South Burlington (Elicia Thompson, DDS, Community Health Center). Also, from left to right, are Kathleen Walker and Eleanor Vien, who serve on the Board of Directors of the Northeast Delta Dental Foundation, and Robin Shalek (foreground), Sr. Marketing Support Specialist in the Vermont office.

Successful Golf Tournament Fundraiser

On Friday, September 23, the 19th Annual Carpenter Memorial Golf Tournament, held at The Breakfast Hill Golf Club, Greenland, New Hampshire, raised over \$23,000 to be awarded to oral health programs in Maine, New Hampshire, and Vermont to improve access to dental care. A record 93 golfers played the course. The winning team was: Jodie Hittle, Tim Dutil, Scott Lavallee, and Jim Howe.

We appreciate the support of the following organizations that added to our fundraising success through their sponsorships: Baker Newman Noyes; Bellwether Community Credit Union; Combined Services, LLC; Curbstone Financial Management Corporation; Davis & Towle Insurance Group; DPL Retirement Advisors, LLC; Drummond Woodsum; ECG Management Consultants; Fidelity Investments; Granite State Race Services; Grappone Management Company, Inc.; H.M. Payson; Holiday Inn; Janitech, Inc.; NHTI, Concord's Community College; PreViser™ Corporation; Prime, Buchholz & Associates, Inc.; Saltwater Creative Agency; Sheehan Phinney Bass + Green PA; Tardis Advertising; The Harbor Group, Inc; Toshiba; Town & Country Reprographics, Inc.; and WB Mason.

These Resources Are at Your Fingertips!

- **Grin!**: A quarterly online publication offering oral health advice and overall wellness tips in a fun format.
- **Grin! for Kids**: An oral health activity book for children.
- **Life Stages of Oral Health**: Information available in our online oral health library in PDF and video formats.
- **SmileCoachMonthly.com**: A website devoted to providing timely oral health tips, with content changing monthly.
- **Free mobile app**: Download the Delta Dental Mobile app for on-the-go access to benefits information.

Northeast Delta Dental complies with the ACA Section 1557 civil rights laws and does not discriminate on the basis of race, color, national origin, disability, or sex. Compliance efforts include providing the Notice of Nondiscrimination and Grievance Procedures as well as language assistance taglines in the top 15 languages of the states for those with limited English proficiency. For questions, please contact the **Compliance Manager** at **603-223-1127**.

Holiday Closures

Thanksgiving Day	Thursday, November 24, 2016
Day after Thanksgiving	Friday, November 25, 2016
Christmas Day	Monday, December 26, 2016
Day after Christmas	Tuesday, December 27, 2016